

# ALYSSA JOI L. NAVARRO

Experienced and results-oriented account manager adept at cultivating client relationships and driving revenue growth. Skilled in sales strategies, communication, and problem-solving, I consistently exceed targets and foster long-term partnerships. Passionate about delivering exceptional service and staying abreast of industry trends, I am committed to driving mutual success for clients and the company.

## EXPERIENCE



### ACCOUNT MANAGER

Geodata Systems Technologies, Inc. July 2023-present

- Prospect and develop opportunities to partner with key stakeholders to envision, develop, and implement a location strategy for their organization.
- Develop and maintain a healthy pipeline of opportunities for business growth.
- Understand the key business drivers within an organization and identify key business stakeholders.
- Understand customers' budgeting and acquisition processes.
- Successfully execute the account management process including account prioritization, account resourcing, and account planning.
- Successfully execute the sales process for all opportunities.
- Leverage and collaborate with Sector team consisting of sales and other cross-divisional resources to define and execute an account strategy.
- Effectively utilize and leverage the CRM to manage opportunities and drive the buying process.
- Be resourceful and takes initiative to resolves issues.



### SALES OPERATION ASSOCIATE,

Scrambled Eggs Software Inc. (BOOKY), Philippines, July 2022-May 2023

- Collection of documentary requirements submitted by merchants
- Review/validation of the collected documentary requirements
- Logging of onboarding request ticket in Zendesk and Click-up
- Coordination with departments on merchant onboarding-related items
- Gather technical requirements
- Cold Calling
- Lead Generation
- Appointment Setting
- Coordination with merchants



### GUEST RELATIONS OFFICER INTERN,

Enchanted Kingdom Inc., Philippines, March-May 2022

- Handling guest concerns and complaints
- Welcoming guests during the park's opening
- Providing information to guests about the park
- Endorsement of Tickets
- Answering phone calls
- Safekeeping of restricted items
- Giving assistance to PWDs and pregnant guests
- Helping lost children find their guardians
- Attending special guests (VIPs)
- Managing the wheelchair services
- Assisting with the Holy Mass every Sunday
- Managing the lost and found items
- Giving out park maps



## CONTACT



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## EDUCATION

**Bachelor of Science in Tourism Management – Major in Recreation and Leisure Management**

**1.566 GWA**

University of Santo Tomas  
August 2019 – 2022

**Bachelor of Science in Accountancy**

University of Santo Tomas  
August 2018 – 2019

**Senior High School- Accountancy, Business, Management Strand**

Mystical Rose School of Caloocan Inc.  
June 2016-2018

**Elementary-Junior High School**

Mystical Rose School of Caloocan Inc.

- **Main Host**, "Travelokal: Sustainability in Exploring the Hidden Gems of the Philippines" November 11, 2020
- **Literary writer**, The Ledger- UST Junior Philippine Institute of Accountants, 2018-2019
- **President of Money Organization ABM Strand**; Mystical Rose School of Caloocan, 2017-2018
- **Managing Editor, Cartoonist, Literary Editor, and writer of the Rosean Chronicles**, Mystical Rose School of Caloocan, 2017-2018
- **President of team intramurals**, Mystical Rose School of Caloocan, 2017-2018
- **Vice President of Senior Supreme Student Council**, Mystical Rose School of Caloocan, 2016- 2017
- **MathSci Club Treasurer**, Mystical Rose School of Caloocan, 2014-2016

## AWARDS RECEIVED

- **Ekstra Student Leadership Award**, Enchanted Kingdom, May 2022
- **Dean's List**, UST-CTHM, Bachelor of Science in Tourism Management – Major in Recreation and Leisure Management, 1.250 GWA, First Term of Academic Year 2021-2022
- **Dean's List**, UST-CTHM, Bachelor of Science in Tourism Management – Major in Recreation and Leisure Management, 1.389 GWA, Second Term of Academic Year 2020-2021
- **Dean's List**, UST-CTHM, Bachelor of Science in Tourism Management – Major in Recreation and Leisure Management, 1.250 GWA, First Term of Academic Year 2020-2021
- **Dean's List**, UST-CTHM, Bachelor of Science in Tourism Management – Major in Recreation and Leisure Management, 1.250 GWA, Second Term of Academic Year 2019-2020
- **Specific discipline awardee in Communication Arts**, Mystical Rose School of Caloocan, Caloocan city, March 2018
- **Specific discipline awardee in Multimedia Arts**, Mystical Rose School of Caloocan, Caloocan city, March 2018
- **Specific discipline awardee in Leadership**, Mystical Rose School of Caloocan, Caloocan city, March 2018
- **Specific discipline awardee in Work Immersion**, Mystical Rose School of Caloocan, Caloocan city, March 2018
- **Overall Champion Intramurals 2017-2018**, Mystical Rose School of Caloocan, Caloocan city, December 2018
- **Ms. Intramurals 2015-2016**, Mystical Rose School of Caloocan, Caloocan city, December 2015
- **Champion in Academic Contest Mathematics**, Mystical Rose School of Caloocan, Caloocan city
- **Academic Achiever**, Mystical Rose School of Caloocan, Caloocan city, 2010-2018

## QUALIFICATIONS AND ABILITIES

- *Certified in the Galileo Global Distribution System*
- *TOEIC score of 970*
- *Fluent Filipino and English Language proficiency*
- *SAP system proficiency*
- *Good communication skills*
- *Excellent customer-service skills*
- *Skilled at building positive relationships with people*
- *Flexibility to work varied schedules including weekends and holidays*
- *Ability to do research and development*
- *Excellent critical thinking, evaluation, problem-solving, and analysis skills*
- *Salesforce proficiency*
- *Good leadership skills*
- *Has a pleasing personality*
- *Self-motivated with excellent work ethic*
- *Can read, write, and speak basic Korean language*
- *Analytical and Creative thinker*
- *Excellent Word processing, Excel, and PowerPoint skills*
- *Graphic Designing Skills (Adobe Photoshop & Canva)*
- *Video Editing Skills (Adobe Premier Pro and Sony Vegas Pro)*
- *Exceptional Social Media Skills*
- *Generate leads and build a list using Airtable and Click-Up*
- *Cold calling*
- *Appointment Setting*
- *Driving (Philippine License)*

# ORGANIZATIONS

- **Student Tourism Society**, University of Santo Tomas - CTHM (S.Y. 2020-2021)
- **Annyeong Tomasino**, University of Santo Tomas (S.Y. 2018-2019)
- **Junior Philippine Institute of Accountants (JPIA)**, UST - AMV (S.Y. 2018-2019)
- **Scarlet Club**, University of Santo Tomas - AMV (S.Y. 2018-2019)
- **M.O.N.E.Y Organization**, Mystical Rose School Of Caloocan, 2017-2018
- **Supreme Student Council**, Mystical Rose School Of Caloocan, 2016-2017

# SEMINARS AND CONVENTIONS ATTENDED

- **EK Student Training (EKstra) Program**, Enchanted Kingdom, May 2022
- **“Press Entour to Start: Traversing Smart Tourism in the Contemporary World”**, Online Webinar Event, May 2021
- **“How Travel Agencies are Coping During the Pandemic”**, Online Webinar Event, April 2021
- **“Strategic Management Webinar Series”**, Online Webinar Event, March 2021
- **“TravelLokal: Sustainability in Exploring the Hidden Gems of the Philippines”**, Webinar, November 11, 2020
- **“The Disruptions in Tourism and Hospitality Industry: Lessons and Responses from Covid-19 Pandemic” 9th Tourism and Hospitality Executive Forum (ToHEX)**, Webinar May 21, 2020
- **“A Closer Look At In-Flight Catering Operations, An Interactive Session On In-Flight Catering Covering Hala, Kosher, HACCP, ISO Standards& other related topics”**, Macro Asia Catering Services, NAIA Pasay City, November 20, 2019
- **“Makati Shangri-La Immersion and Seminar”**, Makati Avenue, corner Ayala Ave, Makati, 1200 Metro Manila, November 27-28, 2019
- **“Shangri-la at the Fort, Manila immersion and Seminar”**, 30th street, corner 5th Ave, Taguig, 1634 Metro Manila, November 28, 2019

# REFERENCES:

## **Asst. Prof. Jane G. Devanadera**

Tourism Management Chairperson, University of Santo Tomas  
09176339871  
jgdevanadera@ust.edu.ph

## **Suzette P. Gillera**

Magical Guest Relations Department Head, Enchanted Kingdom  
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## **Regie D. Nuguid**

Group manager, Ineng's Special Barbeque  
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